Summary of SQI Indicators

1. **Customer Average Interruption Duration Index ("CAIDI")**

CAIDI is defined and calculated in accordance with IEEE Std. 1366-1998, or a more recent version, if any.

2. **System Average Interruption Frequency Index ("SAIFI")**

SAIFI is defined and calculated in accordance with IEEE Std. 1366-1998, or a more recent version, if any..

3. **Percent of Business Calls Answered Within 30 Seconds**

Business calls are defined as calls to the Company's customer service business line, which receives both business calls and outage reports, as specified on customer bills and which are answered, either directly or after referral from the Company's Interactive Voice Response (IVR), by a BHE representative ready to render assistance and to accept information necessary to process the call. The time is measured from the time the call is received at the Company or, in the event the call is initially answered by the IVR system, from the time the customer elects to speak to a Company representative. Customers shall be given an opportunity to elect to speak to a Company representative at the first level of options presented by the IVR system to the customer. An acknowledgement that the customer is waiting on the line does not constitute an answer.

4. **Service Order Timeliness**

Service Order Timeliness is calculated by dividing the number of service orders fulfilled by the goal date by the total number of service orders. The goal dates are as attached.

5. **MPUC Complaint Ratio**

The PUC Complaint Ratio is based on the number of complaints opened by the MPUC Consumer Assistance Division per 1,000 customers. The customer count is as published in BHE's Annual Report for the previous year.

6. **Bill Error Rate**

The Bill Error Rate is calculated by dividing the number of erroneous bills issued by the total number of bills issued. The calculation is based upon the number of actual bills regardless of the number of accounts. A bill is erroneous when the total amount due is incorrect.

7. **Market Responsiveness**

The Market Responsiveness indicator is calculated by dividing the number of CEP enrollments processed within a reporting period that are not enrolled within the required time requirements of Chapter 322 by the total number of enrollments received from competitive electricity providers.

Note: For all indicators, the reporting period shall be the previous calendar year.

SERVICE ORDER TIMELINES
GOAL DATES

	SERVICE ORDER
EMS Orders	**TOTAL GOAL DAYS***
THINKTANK REMOVAL	25
THINKTANK REPAIR	5
THINK TANK INSTALL	25
ENERGY TELLER METER	10
REWRAP WATER HEATER	20
QUICK SAVE ANALYSIS	10
COMM ENERGY AUDIT/DEMAND ANALYSIS	0
COMM HEAT RATE INSPECTION	0
WRAP-UP PROGRAM	20
ENERGY SERVICE PROMISE	0

Line Orders

REPAIR/MAINTENANCE	5
INSPECT PVT LINE FOR PLUS PROGRAM	5
VOLTAGE INQUIRY	3
TEMPORARYTOPERMANENTSERVICE	8
DISCONNECT NON-PAYMENT AT POLE	3
DISC NON-PAY BROKEN ARRG AT POLE	10
RECONNECT NON-PAYMENT AT POLE	1
REMOVE SERVICE LINE/ENTRANCE	3
ENTRANCE CHANGE	8
VERIFY PRIVATE LINE	8
NEW SERVICE	8
PLACE/REMOVE LINE HOSE	5
DISCONNECT AT POLE	3
SENDCONTRACTTOCUSTOMER	1
RECONNECTAT POLE	3
RECON NON-PAY BROKEN ARRG AT POLE	1

Line Clearance Orders

TRIM	14

Meter Orders

MOVE IN CUSTOMER	1
MOVE OUT CUSTOMER	7

Security Lights Orders

SECURITY LIGHT CONNECT	3
SECURITY LIGHT DISCONNECT	3
SECURITY LIGHT REMOVAL	3
SECURITY LIGHT REPAIR	3
INSTALL SECURITY LIGHT	8
SECURITY LIGHT UPGRADE/EXCHANGE	8

*Working days exclusive of weekends and holidays.